



**DOCKET NO. 10628ROUS01U (NORT10-00169)  
Customer No. 33000**

**PATENT**

2642

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of: : Michael C.G. Lee  
Serial No. : 09/472,910  
Filed : December 27, 1999  
For : CALL FEATURES FOR AUTOMATIC CALL  
DISTRIBUTION SYSTEM  
Group No. : 2642  
Examiner : Q.H. Nguyen

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MAR 11 2004

**MAIL STOP NON-FEE AMENDMENT**

Technology Center 2600

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**CERTIFICATE OF MAILING BY FIRST CLASS MAIL**

Sir:

The undersigned hereby certifies that the following documents:

1. Amendment and Response to Office Action; and
2. A postcard receipt:

relating to the above application, were deposited as "First Class Mail" with the United States Postal Service, addressed to MAIL STOP NON-FEE AMENDMENT, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on *March 4, 2014*.

Date: 3/4/04

Kathy Cedar  
Mailer

Date: 3/4/2004

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P.O. Box 1450  
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Sir:

AMENDMENT AND RESPONSE TO OFFICE ACTION

No fees are believed to be necessary; however, in the event that any fees are required for the prosecution of this application, please charge any necessary fees to Deposit Account No. 50-0208. No extension of time is believed to be necessary. If, however, an extension of time is needed, the extension is requested and please charge the fee for this extension to Deposit Account No. 50-0208.

In response to the Office Action having a mailing date of December 4, 2003, please amend the above-identified application as follows: